

NEXTLVL TOOLBOX

Review Growth Kit

Messages, link placements, response templates and a simple monthly review process.

More jobs. Less admin. Smarter business.

Set up the review path

Create your direct Google review link, test it on a phone and save it in one central place. Ask after the customer has had a chance to see the completed work.

Message sequence

Job-completion request

Hi [First name], thanks again for choosing [Business name]. If you were happy with the work, would you mind leaving a quick Google review? [Review link]

One reminder

Hi [First name], just a quick reminder in case the review link was missed: [Review link]. No pressure - your feedback helps a local business.

Where to use the link

- Completion SMS or email
- Invoice email footer
- Email signature
- Printed handover sheet
- QR code on a review card
- Post-job follow-up page

Responding to reviews

Positive review

Thanks [Name]. We appreciate you choosing [Business name] and taking the time to leave feedback.

Positive review mentioning the service

Thanks [Name]. We are glad we could help with [service]. We appreciate the feedback.

Critical review - first response

Hi [Name], we are sorry to hear this. We would like to understand what happened and review the job details. Please contact us at [phone/email] so we can discuss it directly.

Monthly reputation review

- Jobs completed
- Review requests sent
- Reviews received
- Response rate